



**City of Seattle, Human Services Department
Coordination of Parenting and Case Management Services with Behavioral Health and
Childcare/Afterschool/School Services for Homeless Families with Young Children Living in
Transitional Housing
2012 Request for Qualifications**

GUIDELINES

I. INTRODUCTION

The Seattle Human Services Department (HSD) is seeking proposals from qualified organizations currently offering transitional housing for homeless families or from organizations providing childcare/afterschool/school services to homeless young children. Request for Qualifications (RFQ) applicants should demonstrate the ability to provide parenting classes and to coordinate behavioral health and childcare, afterschool and/or school services to homeless families in transitional housing with a young child(ren) with moderate/severe behavioral issues related to becoming homeless.

\$208,636 is available through this RFQ from the City of Seattle General Funds to serve 30 young children and their families. Future funding will be contingent upon performance and funding availability.

All materials and updates to the RFQ are available on www.seattle.gov/humanservices/funding/. If you have any questions about the RFQ guidelines or application, please contact:

Diane Pien, RFQ Coordinator at 206-386-1142 or at diane.pien@seattle.gov.

II. TIMELINE

RFQ Issued	July 16, 2012
<i>Interested Agencies are encouraged to attend <u>one</u> of the two Information Sessions noted below</i>	
Information Session 1*	Friday, July 20, 2012 10:30 a.m. – 12:30 p.m. Douglass-Truth Library, 2300 E. Yesler Way
Information Session 2*	Tuesday, July 24, 2012 1:00 - 3:00 p.m. Board Room, 2100 Building, 2100 24 th Ave. S.
Session for interested transitional housing providers, childcare/afterschool providers, and Seattle-based schools currently serving homeless young children to meet each other	Wednesday August 1, 2012 10:15 a.m. – 12:15 p.m. Douglass-Truth Library, 2300 E. Yesler Way
Proposal Deadline	Thursday, August 23, 2012 at 5:00 p.m.
Planned Interview Period	Early-mid September
Planned Award Notification	End September
Planned Contract Start Date	January 1, 2013

**Please attend only one Information Session and bring a hard copy of the RFQ with you.*

Information sessions will be held to review the RFQ and answer questions. Agencies are strongly encouraged to attend one of the two Information Sessions. Questions and answers from the Information Sessions and questions emailed to the RFQ Coordinator by August 10, 2012 will be posted online at: www.seattle.gov/humanservices/funding/.

III. INVESTMENT BACKGROUND and TARGET POPULATION

The goal of City of Seattle's Race and Social Justice Initiative (RSJI) is to achieve racial equity through changing the underlying system that creates race-based disparities in our community. As a result, the City is focusing on root causes of inequities and not symptoms, and is strengthening ways the City engages the community and provides services. Unfortunately homeless families are disproportionately families of color. The 2009 King County One-Night Count Shelter Survey identified that 80% of the homeless families in shelter were families of color; 43% of all families in shelter were African American. Consequently the RFQ focuses on providing culturally competent services to homeless families that help reduce the impact of homelessness on young children's socio-emotional development and on parents' parenting skills.

Homelessness affects both parents and children by increasing their stress and anxiety levels which can negatively affect parent-child attachment and the child's socio-emotional development. Research on homeless children has found that homeless infants 18 months and older may react to the stress of the family becoming homeless by showing socio-emotional and behavioral health problems such as depression or aggression. These problems can continue into adolescence and adulthood unless children receive early intervention services. Twenty percent (20%) of homeless preschool children show extreme emotional distress. Over 45% of homeless school-age children show anxiety, depression; 36% show aggressive or delinquent behavior. Homeless parents may show depression and/or anxiety which negatively impacts their parenting skills and parent-child attachment. A strong parent-child attachment is key to children's short-term and long-term socio-emotional development.

Homeless children and parents need culturally competent early intervention services to address the child's socio-emotional problems and strengthen parent-child attachment. These services can reduce the likelihood of developmental delays and/or long-term socio-emotional problems. Homeless parents often face significant barriers in getting their children culturally appropriate behavioral health treatment. Many homeless parents lack transportation and child care, are unable to take time off work for appointments, and/or are overwhelmed by the immediate demands of finding a job, a place to live, food, and child care.

The City of Seattle Human Services Department (HSD) held focus groups in Spring 2012 with parents in transitional housing, transitional housing providers, and childcare and afterschool providers and school staff serving homeless young children to discuss the significant emotional distress and behavioral issues that some homeless children show, and the essential services for children and parents that address transportation and time barriers. The groups indicated that the following types of coordinated services were needed to effectively serve homeless children with moderate/severe behavioral issues and their families:

- Parents must at least be in transitional housing before other issues are addressed.
- Parents trying to find a job, working or in school and meet other requirements need full-time childcare.

- Onsite behavioral health services for children at their childcare/afterschool/school programs are optimal to overcome transportation barriers and parent's inability to take time off work.
- Technical assistance by behavioral health therapists to childcare/afterschool/school staff is needed so those agencies can better support the children's success in their care.
- Onsite parenting classes are important to support good parenting skills and reduce isolation.

The target population for this RFQ is homeless families living in transitional housing who have young children ages 18 months to 9 years (or in the 4th grade) who show significant stress or behavioral problems related to becoming homeless.

IV. HSD GUIDING PRINCIPLES

In addition to the performance commitments listed in Section V in this RFQ, investments will reflect the vision, mission and values Seattle Human Services Department (HSD) and support the Department's strategic planning work and initiatives.

Vision

The vision of the Seattle Human Services Department is that all basic needs in our communities are met through innovative and collaborative approaches. Greater Seattle is a place where the richness of our diversity is valued, all of our communities thrive, and people grow up and grow old with opportunity and dignity.

Mission

The mission of the Seattle Human Services Department is to connect people with resources and solutions during times of need so we can all live, learn, work and take part in strong, healthy communities.

Values

We accomplish our mission by adhering to core values and funding programs whose work supports them:

- Vision – we are future-focused, funding outcomes that create a stronger community.
- Innovation – we foster an environment where creativity and new approaches are valued, tested, refined and implemented.
- Results – we fund and administer programs that are accountable, cost-effective, and research-based, ensuring people receive high-quality services.
- Equity – our resources are devoted to addressing and eliminating racial, social, economic, and health disparities in our community.
- Creative collaboration – we share the collective wisdom of our colleagues and community to develop and implement programs.
- Service – we ensure the programs we support are accessible to all community members and deliver high-quality, welcoming customer service.

In addition, HSD has developed Investment Principles guided by the [Communities Supporting Safe and Stable Housing \(CSSSH\) Investment Plan](#). These principles reflect HSD's commitment to funding high

quality services to create positive client outcomes. Agencies applying for investments will demonstrate the ability to meet the following Investment Principles and standards.

1. Provide culturally relevant and linguistically competent services that are client centered and strength based.
2. Maintain high-quality standards for facilities and program operations.
3. Commit to neighborhood health and safety standards through the development of a Good Neighbor Plan.
4. Coordinate and integrate services with community networks and with mainstream service systems.
5. Collect and submit high quality data using the Safe Harbors Homeless Management Information System (HMIS).

Programs supported through HSD must reflect the applicable policy goal(s) set forth in the City's Consolidated Plan for 2009-2012, HSD's Communities Supporting Safe & Stable Housing Investment Plan, and HSD program design and funding policies as established by this RFQ process.

V. QUALIFICATIONS TO MEET REQUIRED SERVICE COMPONENTS

The applicant agency may be a transitional housing provider, elementary school, or childcare or afterschool provider in Seattle. The applicant agency must provide the overall coordination of behavioral health, parenting, and childcare/afterschool/school services, as well as provide parenting and supplemental case management services to parents. A separate RFQ will be released for mental health providers to provide onsite behavioral health services for eligible children and their parents, and to provide onsite technical assistance to childcare/afterschool/school staff.

Applicant agencies must demonstrate that they are qualified and able to meet the following responsibilities:

1. Identification of families who have young children ages 18 months to 9 years (or in the 4th grade) who show significant stress or behavioral problems related to being homeless.
 - Families should be in transitional housing placement (TLP) for eight (8) months or longer to benefit from services.
 - The applicant agency must identify at least five (5) families with young children who show moderate/severe behavioral issues based on staff, parent or teachers' observations. Examples of moderate/severe emotional reactions to becoming homeless are as follows:
 - Difficulty sleeping at night; regression in speech or toilet training
 - Becoming much more fearful or markedly insecure; very easily distressed
 - Display of moderate/severe aggression, hostility
 - Depression; becoming withdrawn
 - Frequent crying; reacting more intensely when upset.
 - Families must live in the same TLP or in TLPs within close proximity of each other, and the children must attend childcare/afterschool/school programs that are in close geographic proximity. This geographic proximity is necessary in order to provide onsite parenting and behavioral health services that are cost effective.

2. Provision of onsite parenting classes to help parents better address the stresses of being homeless and strengthen their parenting skills and ability to deal with their children's behavioral issues. The applicant agency must provide at least 20 instructional hours over 12 months using a proven parent education curriculum such as *Effective Black Parenting*, *Strengthening Multi Ethnic Families and Communities*, or the *Incredible Years* that is culturally appropriate and includes information about parent-child attachment, children's socio-emotional development, parenting skills, and effective interaction strategies for addressing behavioral issues. Culturally competent services must be offered at the TLP or a location that is convenient with no transportation barriers in order to ensure good attendance. These classes address the CSSSH Investment Principle to provide culturally relevant and linguistically competent services that are client centered and strength based.
3. Development of a partnership among transitional housing provider(s) and neighboring childcare/afterschool/school provider(s) that are experienced in serving homeless children. Childcare/afterschool/school providers must be committed to having behavioral health therapists provide onsite services at their center/school and to having teachers and aides receive technical assistance from the therapist to address behavioral issues in the classroom.
 - Childcare/afterschool/school providers must provide space in the classroom or in a separate room for children's weekly behavioral health services. Each child will receive a 40-50 minute session once or twice a week.
 - Teaching staff at childcare/afterschool/school programs must be interested and willing to meet at least monthly to receive technical assistance from the behavioral health therapist, more often if the child is in crisis. Project budget should include funding to pay for substitute teachers and aides when teachers and aides receive technical assistance and when lead teacher attends interdisciplinary meetings described in section 5 below.
 - Childcare/afterschool partners must be approved providers in the City of Seattle Child Care Assistance Program so they are eligible for receiving City childcare payments. New providers must be preapproved by the City of Seattle' Comprehensive Child Care Program by January 2013. This requirement addresses the CSSSH Investment Principle to maintain high-quality standards for facilities and program operations.
4. Connection of families to behavioral health services for their child(ren). The applicant agency must talk to families about the need for behavioral health services for their children who show significant stress or behavioral problems. This discussion may include partner agency staff.
 - At least five (5) children must receive ongoing behavioral health services. Family therapy is also an option.
 - If the applicant agency is a TLP, the TLP must work with interested parents to ensure that at least five (5) children with moderate/severe behavioral issues receive onsite services at childcare/afterschool/school partners that are located in close geographic proximity. The TLP will target families expected to stay in residence at the TLP for at least eight (8) months.
 - If the applicant agency is a childcare, afterschool or school provider, the provider must enroll at least five (5) children with moderate/severe behavioral issues who live at one of the TLP partners and whose parents plan to stay for at least eight (8) months at that TLP.
 - The applicant agency must work with each childcare/afterschool/school partner and the behavioral health therapists approved in the behavioral health services RFQ to identify a behavioral health therapist appropriate for each partner site. The applicant agency must schedule and help facilitate the initial meeting of the family with the therapist. If the match

with this therapist is not appropriate, the applicant agency must schedule and facilitate a meeting with a second therapist. At least five (5) children must receive onsite behavioral health services.

The partnership of housing providers with childcare/afterschool/school providers and their connection to behavioral health services addresses the CSSSH Investment Principle to coordinate and integrate services with community networks and with mainstream service systems.

5. Provision of supplemental case management services to families that are coordinated with existing case management services provided by the agency. The applicant agency must already provide case management or family support services. The supplemental case management services must include the following services:
 - Assistance to parents in accessing Washington State Department of Social and Health Services (DSHS) if eligible or help if family loses DSHS subsidy.
 - Assistance in overcoming barriers to good attendance at childcare/afterschool/school.
 - Coordination of applicant agency's case management services with their partners' case management services, if any, so case management services are not duplicated.
 - Convening and leading weekly or biweekly interdisciplinary team meetings of behavioral health therapist, childcare/afterschool/school lead staff, parent educator (and housing case managers if the applicant agency a childcare/afterschool/school program) to discuss each child's progress and coordinate services so they are seamless for each family.
6. Submitting data to Safe Harbors Homeless Management Information System HMIS if the lead agency is currently participating in Safe Harbors. HSD will work with agencies to develop appropriate activity and milestone categories in HMIS for enrolled families.
7. Creating a Good Neighbor Plan: Good Neighbor Plans are tools to help facilitate open and on-going communication among neighborhoods, agencies and clients, with the goal of fostering positive relations. In a Good Neighbor Plan, everyone has a role in building positive relationships: agency staff, neighbors and clients. Key elements include:
 - Contact Information: Name, phone number and email address of agency staff who can be contacted if there is a concern, questions, or positive feedback.
 - Communication: Basic plan regarding how agency will communicate with the neighborhood and others, including: responding to inquiries in a timely manner; notification of changes in service delivery, operating hours or other things that might impact neighbors; updates and notification of volunteer opportunities or events; communication with law enforcement; communication with City of Seattle staff.
 - List of rights and responsibilities of families, with a plan to support the right of families to receive services.
 - Short-term and long-term goals: Short-term goals could include identifying neighborhood institutions and individuals who are interested in working with the agency or creating a list of community meetings to attend to share information about the agency's mission. Long-term goals could include developing volunteer opportunities for residents who wish to actively support the work of the agency or identifying opportunities for agency staff and clients to collaborate with residents on mutually beneficial projects.

HSD anticipates qualifying four to six agencies to serve a total of 30 young children and their families living in transitional housing in NE, Central, SE, or SW Seattle.

The following is a list of 2013 goals and performance commitments that must be met by funded agencies.

Goal	Performance Commitments	Activities
Strengthen parenting skills	<ul style="list-style-type: none"> 70% parents show increase in parenting skills and knowledge. <u>Verification</u>: Parent questionnaire provided by HSD. See Attachment 9 for a sample questionnaire. 	<ul style="list-style-type: none"> Parenting class/groups
Access benefits including affordable childcare/afterschool care	<ul style="list-style-type: none"> 100% parents enroll in Medicaid 100% eligible parents access Working Connections Childcare subsidy if needed, or 100% eligible parents access Child Care Resources' short-term childcare subsidy if needed, or 100% eligible parents access City of Seattle childcare subsidy if needed. <u>Verification</u> : copy of Medicaid card and letter from DSHS or CCR	<ul style="list-style-type: none"> Case management
Improve children's social-emotional health	<ul style="list-style-type: none"> 100% children receive onsite behavioral health services at childcare, afterschool care, or school partners. <u>Verification</u>: Therapist attendance records. 75% children maintain 75% attendance at childcare/afterschool/school program for six (6) months or longer. <u>Verification</u>: Attendance records. 75% children show improvements in their socio-emotional behaviors in classroom after 8 months. <u>Verification</u>: Ages and Stages Questionnaire (ASQ) 	<ul style="list-style-type: none"> Coordination with behavioral health therapists Case management Technical assistance by behavioral health therapist to teachers

VI. AGENCY ELIGIBILITY

Proposals meeting the requirements of this RFQ will be accepted from any legally constituted entities that meet the following conditions:

- The applicant must have existing case management or family support services.
- The applicant must meet all licensing requirements that apply to its organization. Companies must license, report and pay revenue taxes for the Washington State Business License (UBI#) and Seattle Business License, if they are required by the laws of those jurisdictions.
- The applicant must have a Federal Tax ID number/employer identification number (EIN) to facilitate payments from the City of Seattle to the provider.

- The applicant has the capability to meet program expenses in advance of reimbursement.

VII. ADMINISTRATIVE REQUIREMENTS IF CONTRACT IS AWARDED

- Any contract resulting from this RFQ will be between the City of Seattle Human Services Department, and the applicant organization or individual.
- Contractors will be required to comply with the Terms and Conditions of the Human Services Department Master Agency Service Agreement (see www.seattle.gov/humanservices/funding/). These requirements shall be included in any contract awarded as a result of the RFQ and are not negotiable.
- HSD will attach Exhibits and Attachments to all resulting contracts which will further specify program terms, rules, requirements, guidelines and procedures.
- Contractors will be required to maintain books, records, documents, and other evidence directly related to performance of the work in accordance with Generally Acceptable Accounting Procedures. The City of Seattle, or any of its duly authorized representatives, shall have access to such books, records and documents for inspection, audit, and copying for a period of seven years after completion of work.
- Funding will be disbursed through a line-item cost-reimbursement contract for 2013.
- Contractors must complete all required reports and billing documentation in a timely manner. Reimbursement will be contingent upon receipt and approval of required reports. Additional data may be required for audit or evaluation purposes.
- All programs funded through this RFQ must publicly recognize the City of Seattle's contribution to the program.
- Contractors must maintain a public liability insurance policy with a minimum limit of \$1,000,000, naming the City of Seattle as insured.
- Childcare/afterschool providers must be approved providers in the City of Seattle Child Care Assistance Program so they are eligible for receiving City childcare payments. New providers must be preapproved by the City Child Care Assistance Program by January 2013.

VIII. SELECTION PROCESS

All interested parties for this Request for Qualifications must submit a complete application packet for consideration. Applications will be rated based on the criteria for providing the required service components outlined in the application materials. The program contact person listed on the agency's completed Application Form (Attachment 1) may be contacted by telephone, e-mail, or mail to clarify application contents during the end of August. Interviews with finalists may be scheduled in early to mid-September 2012. The rating panel and interview teams will make recommendations to the HSD Director regarding the agencies meeting or exceeding the criteria outlined in this RFQ. Notification of investment awards will be sent to the Executive Director of the applicant organization.

HSD reserves the right to make an award without further discussion of the proposal submitted. If the application is selected for funding, applicants should be prepared to accept the terms they proposed for incorporation into a contract resulting from this RFQ. The City also reserves all rights not expressly stated in the RFQ, including awarding partial funding and negotiating with any applicant regarding the funding amount and other terms of any contract resulting from this RFQ.

IX. PROPOSER APPEALS PROCESS

A proposer is any legal entity that has responded to a formal process (Request for Investments (RFI), Request for Qualifications (RFQ), Request for Proposals (RFP), bid requests, notice of funding availability or similar process) conducted by the Human Services Department (HSD) in soliciting applications for the provision of defined services. Proposers have the right to protest or appeal certain decisions in the award process made by HSD.

Grounds for Appeals: Only an appeal alleging an issue concerning the following subjects shall be considered:

- A matter of bias, discrimination, or conflict of interest;
- Errors in computing scores;
- Violation of policies or guidelines established in the RFI/RFQ/RFP; and/or
- Failure to adhere to published criteria and/or procedures.

Appeals Deadlines:

1. The Human Services Department will notify all proposers in writing of the acceptance or rejection of the proposal, and if appropriate, the level of funding to be allocated.
2. Within ten (10) working days from the date of the written notification, the proposer may submit a written appeal to the HSD Director.
3. The HSD Director will review the written appeal and may request additional oral or written information from the appellant organization. A written decision of the HSD Director will be made within ten (10) working days of the receipt of the appeal. The HSD Director's decision is final.
4. If an appeal is filed, no new contracts resulting from the solicitation may be finalized until the appeal process is completed or the appeal resolved. An appeal may not prevent HSD from issuing an interim contract for services to meet critical client needs.

Appeals Form and Content:

A notice to HSD staff that a proposer intends to appeal does not reserve the right to an appeal. The proposer must actually file an appeal within the required deadlines, and following proper format. A casual inquiry, complaint, or an appeal that does not provide the facts and issues, and/or does not comply with the form, content or deadlines herein, will not be considered or acted upon as an appeal. All appeals shall be in writing and state that the proposer is submitting a formal appeal. Deliveries by hand, e-mail or fax are acceptable. HSD is not responsible to assure an appeal is received by HSD within the appeals deadlines. If HSD staff does not receive the appeal in a timely manner, the protest can be rejected. Address the appeal to:

Dannette R. Smith, HSD Director
700 5th Ave., Suite 5800
P.O. Box 34215
Seattle, WA 98124-4215
Or dannette.smith@seattle.gov

Include the following information in your appeal letter. Include all information you want considered within the package you submit. Failure to provide the following information can result in rejection of your appeal if the materials are not sufficient for HSD to adequately consider the nature of your appeal:

1. Agency name, mailing address, phone number, and name of individual responsible for submission of the appeal;
2. Specify the RFQ title;
3. State the specific action or decision you are appealing;
4. Indicate the basis for the appeal including specific facts;
5. Indicate what relief or corrective action you believe HSD should make;
6. Demonstrate that you made every reasonable effort within the RFI/RFQ schedule to resolve the issue, including asking questions, attending information sessions, seeking clarification, and otherwise alerting HSD to any perceived problems; and
7. Signed by an authorized agent of the Agency.

Appeals Process:

The HSD Director will review the appeal. All available facts will be considered and the HSD Director shall issue a final decision. This decision shall be delivered in writing by e-mail, fax, or mailed notice to the proposer making the appeal.

Each written determination of the appeal shall:

1. Find the appeal lacking in merit and uphold the City action; or
2. Find only immaterial or harmless errors in HSD's RFI/RFQ process and therefore reject the appeal; or
3. Find merit in the appeal and proceed with appropriate action, which may include but is not limited to rejecting all intended awardees or re-tabulating scores.

If HSD finds the appeal without merit, HSD may continue with the funding process or enter into a contract with the successful propose(s) if the contract has not been previously signed. Even if the appeal is determined to have merit, HSD may issue an interim contract for services to meet critical client needs. Nothing herein shall diminish the authority of HSD to enter into a contract, whether an appeal action or intention to appeal has been issued or otherwise.